



TEAM SAFETY CONSULTANTS

PROCEDURE FOR HANDLING COMPLAINTS

1.0. Purpose:

The purpose of this procedure is to provide a documented method for handling complaints activities accordingly to the well organized and disciplined manner.

2.0. Scope & Responsibilities:

This procedure applies to all the complaint made by the customers/certified persons towards our service related to the complete process for our certification. Management representative is responsible for implementation of this procedure.

3.0. Definitions:

Complaints- A customer complaints are an expression of dissatisfaction, whether justified or not.

4.0 Procedure

The policy of our organization is to deal with all customer complaints fairly. To achieve this we have implemented the following procedure within our business:

(i) Receive & Record

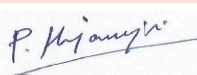

- a) The client may contact the TSC through email, fax or by an official letter within 10 days of receiving the report.
- b) TSC should receive any complaints from clients it should be recorded in the compliant log.
- c) A unique control number is assigned to the case by Management Representative for traceability and tracking.
- d) Management Representative has responsibility to send acknowledgement receipt to the concerned candidate for any complaint received from clients.

(ii) Investigation

- a) If necessary Management Representative has responsibility to appoint member to investigate the complaint properly and fairly. A member has the right to investigate any substantiated complaints during that process.

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- b) A member collecting information against the complaints and report submitted to Management Representative. Complaints are closed through corrective action.
- c) Communication with complainant, review of the complaints, and approval of actions are done by the Management Representative. Who are not directly involved in the certification activities. All other personnel involved in certification activities are not involved in this process.
- d) Complaint investigation and result shall maintain confidentiality of information related to handling and shall not disclose confidential information to others without prior written consent by the candidates unless it is otherwise required by any government law enforcement agency by following through proper governmental channels/under applicable laws.
- e) Close of Case- Once the final decision has been made, the matter shall be closed and the files shall be retained at TSC office.
- f) We will intimate the certified persons as and when we get a complaint from any others within 24 Working hours of the information received.
- g) The MR Responsibility finally notice is to be forward to clients at the end of the complaint handling.
- h) Complaint handling procedure and decision should be made without partiality.
- i) Entire process of compliant must be completed within 15 days of receiving it.

	
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